

Procedure: <i>Client Assessments</i>	
Issue Date: May 5, 2000	Procedure ID: <i>P-QA-080</i>
Supersedes: April 4, 2000	Rev/Change 2.0

1. **Purpose:** To collect metrics on customer satisfaction for use in process improvement and preventive action.
2. **Applicability:** This procedure is applicable to all government and contractor personnel assigned to ATISD.
3. **Responsibility:**
Quality Assurance
4. **Support:**
Process Improvement Team, Project Manager
5. **Invoked By:**

Project Quality Assurance	P-QA-020
Review and Access Progress	P-PM-170
6. **Inputs:** N/A
7. **Outputs:**

Client Assessment	S-QA-050
Client Assessment Report	S-QA-130
8. **Procedures Invoked:** N/A
9. **External Procedures Referenced:** N/A
10. **Procedure Steps:**
 - a) Each project will perform a client assessment of external customers to determine customer satisfaction and to identify areas for improvement.
 - b) After the Planning Meeting phase and prior the Write/Update Plans phase (Preliminary Design and Approach) the Quality Assurance Manager and/or the Quality Assurance Specialist meet with the Project Manager to discuss:
 - ?? The method to be used for the assessment (Refer to Step c)
 - ?? The frequency of the assessment
 - ?? The individual responsible for performing the assessment
 - c) The Quality Assurance Specialist defines the agreed upon method, schedule and responsibility in the project Quality Assurance Plan. The Project Managers approves the plan per normal procedures.
 - d) The responsible individual performs the assessment using the method defined. The method may be any of the following:

- ?? **Method A** - The Client Assessment Form (S-QA-050) is forwarded to the the Government (FAX or mail) who is asked to complete and return it. Typically, the form will be sent to the the Government Quality Assurance counterpart who is asked to assure that the form are completed and returned. See Note 1.
 - ?? **Method B** - The assessment is conducted over the phone, with the person making the call recording the answers on the Client Assessment Form (S-QA-050).
 - ?? **Method C** - The assessment is conducted during a face-to-face interview with the the Government using the Client Assessment Form (S-QA-050).
 - ?? **Method D** - The assessment is conducted per method A, B or C but the Client Assessment Form (S-QA-050) is not used. The Program Manager and Quality Assurance agree upon the assessment criteria and a form is developed and used for the assessment. The criteria must contain an overall score of performance on a scale of 1 to 10. (See section 12 of Client Assessment Form, S-QA-050.)
- e) After the assessment is complete and the data has been collected, the Quality Assurance Specialist prepares the Client Assessment Report (S-QA-130).
 - f) The Quality Assurance Manager evaluates the results and requests remedial action, when determined necessary, through the Corrective Actions procedure P-QA-090.
 - g) The assessment and report are filed in the project Quality Assurance files by the Quality Assurance Specialist.

11. Notes:

- a) It is recommended, though not required, to obtain assessment results from several different functional areas or individuals of the Government's organization to obtain viewpoints from several different perspectives. This is useful when one individual may have a biased opinion based upon their relationship with a particular individual or their involvement in a particular incident or if the project is large and may involve more than one organization.